How to Stop Issue Sync in Jira On-premise

Last Modified on 01/15/2026 5:57 pm EST

There are certain cases when you need to stop an issue synchronization at some point. Exalate has a built-in feature that helps to stop synchronizing an issue.

A typical use case is 'Move issue from one instance to another' which is actually the sequence:

1. Exalate Issue
2. Unexalate Issue
3. Delete local issue

There are multiple ways to stop issue synchronization:

- Unexalate button
- Post-function
- By using API

Unexalate button

You can use the ***Unexalate operation*** directly on an issue. More details.

Important: Make sure that all synchronization messages have been processed before using Unexalate issue operation.

Post-function

JIRA includes several post functions that can be added to transitions. The Exalate app provides ***Unexalate Now*** post function. You can add it after a certain transition in the workflow on JIRA on-premise.

By using API

Note: This method is applicable only to Jira on-premise.

Note: You can also remove sync data by different criteria like an issue, or a connection, or remove the whole synchronization info using a clean-up tool.

Product

ON THIS PAGE

About Us
Release History
Glossary
API Reference
Security
Pricing and Licensing

Resources

Subscribe for a weekly Exalate hack
Academy
Blog
YouTube Channel
Ebooks

Still need help?

Join our Community
Visit our Service Desk
Find a Partner

Release History
Glossary
Security